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| --- | --- |
| **tellmemyname** | places  numbers– emailz |

**IT Support** 🟇 **Technical Repair** 🟇 **Customer Service**

*Troubleshooting 🟇 Technical Improvements 🟇 Installation/Configurations*

Dynamic professional with experience in computer repair, setup, troubleshooting and providing excellent hands-on support and customer service. Strong project management skills, with proven ability to direct a team in an unprecedented pilot project. Proficient in determining system requirements and resolving technical issues quickly. Skilled in providing effective leadership in fast-paced, deadline driven environments. Outstanding presentation and communication skills.

**Core Competencies**

|  |  |  |
| --- | --- | --- |
| * IT Support | * Computer Repair | * Problem Solver |
| * Windows OS Installation | * Desktop Support | * Troubleshooting |
| * System Maintenance | * Network Enhancement | * System Upgrades |
| * Performance Tuning/Optimization | * System Backup/Recovery | * Wireless Networking |

**Professional Experience**

**Retail place and things**

*position 🟇 places 🟇 April 2012 - Present*

*position 🟇places 🟇 September 2012 – March 2013*

*position 🟇places 🟇 March 2011 – August 2012*

* Provides exceptional customer service and achieved the Q3 2011 Services MVP for best client service.
* Leads a small team with little supervision, creating effective SOP and best practices as issues arise.
* Leader of a new location within a partner retailer in a pilot program.
* Coaches and mentors employees in both sales and repair methods to ensure proper training.
* Works with clients in the dynamic translation of technical jargon.
* Ensures that services are punctual and of excellent quality.
* Go-to resource for all repair and processes questions for all agents in pilot project and beyond.
* Works to improve the employee experience through contests and personal development and learning suggestions and strategies.
* Utilizes repair skills to ensure that clients do not have to deal with unruly technology.
* Member of Employee Engagement team (2011 – 2012). Coordinated events and fundraisers for employees to participate in, helped boost morale, and ensured employees had a voice to share concerns anonymously.
* Participated in a weekly leadership training program (2011 – 2012).

**School I went to**

*Head Computer Lab Supervisor🟇places 🟇 February 2008 – May 2009*

* Hired employees and created work schedules
* Provided support to students using computer lab workstations
* Maintained workstations
* Provided large-format printing services

**Some bs cleaning service I worked for**

*Team Member**🟇 places 🟇 April 2006 – June 2007*

* Worked effectively with a small team on large tasks
* Self-motivated to ensure fast and thorough work
* Utilized effective time management and organization to complete tasks

**Education**

Associate of Science – General Education

Another bs college I went to

August 2009 – December 2010

**Computer Science**bs college I went to  
August 2007 – May 2009

**Technical Skills**

**Operating Systems:**

* Windows XP/Vista/7/8, Mac OS 10.5 – 10.8

**Hardware:**

* Desktops (all manufacturers including Apple), Laptops (all manufacturers including Apple), Printers (HP, Canon, Lexmark, Brother), Cameras (digital point and shoot, DSLR), Tablets (iPad, Android), Smartphones (iPhone, Android, some Windows Phone), MP3 Players (iPods, etc)

**Tools:**

* Retail store approved tools, retail store Systems, LogMeIn

**Networking:**

* LAN/WAN, TCP/IP, routers, wireless printing, home file sharing

**Applications:**

* Microsoft Word, Outlook, Excel, PowerPoint, OneNote, Publisher. Adobe Photoshop and Lightroom, Reader. Mozilla Firefox, Internet Explorer, Google Chrome, Safari.

**Additional Credentials**

|  |  |
| --- | --- |
| **Awards** | **Retail store Services MVP (one of the places) – 2011 Q3** |
| Volunteerism | 2011-2012:  Relay for Life – one of the places   * Coordinated schedules for participants * Assisted in creation and planning of Best Buy booth * Recruited donors and participants   Tri-Kappa Auction – another place   * Provided dinner service * Delivered winnings to auction participants * Assisted in tear-down and cleanup   East Washington Academy Carnival –yet another place   * Led children in activities and provided supervision * Assisted in tear-down and cleanup   Place High School Tech Fair –aaaaanother place   * Educated attendees on new technologies and possible classroom usage   Women’s Tech Job Fair - place   * Talked with female students about possible careers with Geek Squad and Best Buy   2007-2009:  BAASYCS JR –place place   * Led a weekly activity night for children in grades 1-4.   2005-2007:  CORSP –place   * Tutored children in grades 1-8 twice weekly |
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